



How Should I File a Complaint about USDA Commodity Foods?

The USDA makes every effort to ensure that USDA Commodity Foods provided through the Food Distribution Program are nutritious and of the highest quality. However, as in the food business, if there are concerns with the quality or safety of any commodity food, recipients may file a complaint.

All complaints are to be sent to the Office of Public Instruction, School Nutrition Programs. School Nutrition Programs will submit complaints along with required shipping information to the USDA. A complaint number will be generated to facilitate complaint processing through final resolution and track the nature of complaints for trend analysis.

You may call, email, fax or write to School Nutrition Programs about your complaint.

- Phone: (406) 444-4415
- Email: juwilson@mt.gov
- Fax: (406) 444-2955
- Mail: Office of Public Instruction,
School Nutrition Programs
PO Box 202501
Helena, MT 59620-2501

You will need to provide the following information:

- ✓ Contract number (may be stenciled on the outer carton)
- ✓ A description of the problem
- ✓ Date the product was received
- ✓ Quantity of product involved

If you are seeking a replacement, you should keep the product until you have been notified by School Nutrition Programs about how to dispose of/return the product.